

**Notice of References Cited**

Application/Control No.

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Applicant(s)/Patent Under  
Reexamination  
PILATO, ALEJANDRO M.

Examiner

JASON M. BORLINGHAUS

Art Unit

3693

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**U.S. PATENT DOCUMENTS**

*	Document Number		Date	Name	Classification
	Country Code-Number-Kind Code		MM-YYYY		
*	A	US-5,684,952	11-1997	Stein, Michael Victor	709/221
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
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	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

**FOREIGN PATENT DOCUMENTS**

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**NON-PATENT DOCUMENTS**

*	Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)				
U	Periphonics Introduces ScreenSentry, a CTI Client that Provides a Complete View of Call Center Agents' Performance. Business Editors Computer Telephony Expo. Business Wire. September 15, 1999. p. 1.				
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